



City of Kingman, Arizona

Classification: Customer Service Representative - Tourism – Part Time

Department: Tourism

Accountable To: Visitor Center Coordinator

Created/Revised Date: February 2016

FLSA Status: Non-Exempt **Salary Grade:** 204 **Band:** A **EEO4:** 6

GENERAL DESCRIPTION OF POSITION

Performs customer service work involving greeting visitors, customers and event participants, collecting and disseminating community event information, providing travel information, promoting tourism in local area and working at the Kingman Visitor Center tourist information desk and gift shop. This position also performs general clerical functions to include cash handling/recording, and maintaining calendar of events.

SUPERVISION RECEIVED

Works under the general supervision of the Visitor Center Coordinator and the indirect supervision of the Tourism Director.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES & RESPONSIBILITIES Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

- Greets visitors and assists the traveling public by answering questions about local, regional and state attractions and services to include knowledge of the area's transportation systems, public and private attractions, recreational areas, weather conditions, accommodations, tourist attractions, history, government and current events.
- Encourages visitors to tour Kingman attractions, stay overnight and pursue traveling Route 66. Provides assistance, responds to inquiries and requests for information, provides literature and results of internet search in response to travel questions, and refers, when necessary, to appropriate staff. Provides accurate travel information, directions and tips of attractions, sites on travel route, warns visitors about hazardous travel conditions, road/highway/maintenance/construction areas, closures and weather conditions.
- Serves as cashier in gift shop, maintaining accurate transactions and appropriate cash handling techniques. Balances cash register at conclusion of shift in accordance with established procedures.
- Maintains accurate visitor count, guest book, visitor data, and encourages visitors to complete survey.
- Assists in maintaining of orderly, inviting visitor center and gift shop atmosphere; Participates in sweeping, picking up trash, cleaning countertops, dusting, organizing racks/shelves/desktop/countertops.
- May serve as main contact for community event information and addresses in-person, telephonic and online public inquiries; collects established data on inquiries for TIPS; appropriately routes calls and/or takes messages for staff as needed.
- Assists in maintaining the calendar of events in both print and online format.
- As assigned, develops and maintains contacts of event organizers; keeps event organizers aware of possible conflicting event locations and times.
- As assigned, maintains and updates social media accounts, such as Facebook and Twitter with up-to-date appropriate travel information, media, events pertaining to Kingman, Route 66 and Arizona.
- Submits event data to email contacts, selected publications, and website calendars.

Customer Service Representative – Tourism – Part Time

- Accepts orders/shipments and stocks shelves/racks. Advises supervisor of receipt of items and inventory levels as needed.
- Receives, stamps and distributes incoming mail, processes outgoing mail. Prepares bulk mailings.
- Maintains, files and retrieves materials using established filing systems.
- Updates and maintains automated data management systems and review input for accuracy; Performs administrative duties such as updating various reports and records, updating information in department databases and spreadsheets, preparing routine correspondence, and any other administrative duties as assigned.
- Keeps updated on and provides information on community events and visitor data.
- Ensures documents are complete with proper signatures, dates or other written information; Ensures collection and recording receipt of appropriate payment (cash, credit card transactions); Handles and records cash and credit card transactions in accordance with department and City procedures.
- Assists in composing, typing, proofreading and editing documents; checks for accuracy and completeness. Prepares special promotional packages as needed for meetings, special events and/or mailing.
- Assists in coordinating department events and provides assistance during events.
- Assists with tourism and visitor center program, events and activities: Setting up and taking down equipment for various tourism and visitor center programs, prepares facilities for event use.
- Works independently, referring very difficult or complex cases to Visitor Center Coordinator or Tourism Director.
- Plans and coordinates events and activities to include: creating brochures, flyers, tickets and banners for functions.
- Provides excellent and proficient customer service to both internal and external customers.
- Regular attendance is an essential function of this job to ensure continuity.
- May be required to work early mornings, evenings, holidays or weekends as needed.
- Performs all work duties and activities in accordance with City policies and procedures; follows safety policies and practices, works in a safe manner, and reports unsafe activity and conditions.

PERIPHERAL DUTIES

- May run errands for the department, attend events, and travel to meetings, conferences, and trainings.
- As needed, unlock and lock facilities.
- Performs other duties as required.

DESIRED MINIMUM QUALIFICATIONS

Education and experience:

- Graduation from high school or GED equivalent with specialized coursework in general office and administrative practices.
- One to two (1-2) years experience in performing administrative/office support in a customer service, information or tourism setting or equivalent experience.
- Considerable public contact and cash handling and reconciliation experience preferred.
- Use of computer and related software experience, preferably with Microsoft Office products (word processing, spreadsheets, databases, publications, presentations).
- Any combination of experience and training which demonstrates the knowledge and experience to perform the work.

Necessary Knowledge, Skills and Abilities:

Knowledge: Considerable knowledge of recordkeeping practices and procedures; Effective customer service procedures and techniques; Standard office practices and procedures; English spelling, grammar, and punctuation; File management and storage using good organization practices; Cash handling processes; Basic knowledge of mathematics, accountability and recording; Kingman and surrounding areas, local area attractions and travel highlights in touring Arizona; Computers and information systems including current and emerging social media trends to effect appropriate notice and marketing of tourism and events; Office automation, practices and procedures.

Skills: Skill in the operation and care of standard office equipment including computer and related software applications; Providing quality customer service both telephonically and in person; Prioritizing work and multi-tasking; Performing efficient and accurate data entry and extract information from web to provide effective information to visitors/customers; Maintaining various records and files; Establishing and maintaining effective working relationships with co-workers and the public; Troubleshooting problems; Working in a team environment; Demonstrating proficiency to prepare documents, spreadsheets, databases, brochures, publications, informational guides, and email; Communication, interpersonal skills

as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Abilities: Effectively meet and interact with the public; Understand and follow directions given by immediate supervisor; Keep and maintain complete and accurate manual and electronic recordkeeping and filing systems; Responsibly and accurately handle and record cash and credit card transactions; Gather and research data; Establish and maintain effective working relationships with other City employees and the public; Respond to requests and inquiries tactfully and courteously; Perform basic arithmetic calculations; Communicate effectively both orally and in writing; Use equipment and tools properly and safely; Participate in teamwork productively and establish and maintain effective working relationships with employees, supervisors, and the public; Carry out assigned projects to their completion and perform multi-tasks with numerous interruptions; Adapt to changing work priorities; Write memoranda, correspondence, reports and produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar; Interpret rules, regulations, and policies and apply knowledge; Maintain regular attendance and recognize attendance as an essential function of this job to ensure continuity; and Willingness to work shifts and hours for department held events and activities to include the working of early mornings, evenings, nights, weekends, and holidays as scheduled and as necessary.

SPECIAL REQUIREMENTS

- Valid Arizona Driver's License or ability to obtain within three (3) months of hire.
- Fluency or proficiency in a second language is desired

WORK ENVIRONMENT

The work environment characteristics attached to the job description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. See Physical Demands.

Expected Behavior/Quality of Services:

Excellence is the responsibility of everyone at the City of Kingman. We lead by our core values in constant pursuit of excellence:

Commitment – Dedicate oneself to consistent and excellent public service.

Innovation – Implement unique, creative and cost-effective solutions.

Communication – Communicate in a positive, honest and productive manner.

Integrity – Adherence to high ethical standards.

Diversity – Promote inclusiveness and impartiality throughout the organization.

Personal Responsibility – Take initiative to achieve excellence and accept accountability, uphold confidentiality, know when to report indiscretions and inappropriate actions even when it may be uncomfortable to do so, take responsibility for your work environment.

Respect – Demonstrate a high regard for others, support each other.

Teamwork – Promote and encourage cooperative efforts, open communication and trust, encourage positive feedback.

All City employees are expected to conduct themselves consistent and in support with the above values.

SELECTION GUIDELINES

Submittal/review of employment applications, screening/rating of application in relation to training and experience to job description and overall presentation and job history/stability, oral interview, reference and background check. Supplemental job related tests may be required.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of

personnel in this position. This job description is subject to change as the needs and requirements of the position changes.

EMPLOYEE SIGN OFF

I have read through the job description and have a good understanding of the requirements for my performance in this position and find it to be an accurate description of the demands of this position. I acknowledge it is incumbent upon me to seek clarification from my supervisor/manager for any questions I may have regarding the requirement/responsibilities of my position. I also acknowledge that I can fulfill the essential functions of my position. Should I need to seek reasonable accommodations, I acknowledge I will contact my supervisor/manager or Human Resources to pursue options.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____